



THE IMPACT IS REAL.



Acclaim
Health

Annual Report
2015-2016



“Others may see a 93 year old with vision and hearing impairments, but I am more than that. I am a person, and I have an identity that is important to me. I want people to remember that. Sherry, my personal support worker, treats me like a real person. If I didn’t have Sherry and the care she provides, I wouldn’t have any life at all. I would just be hoping that the next day wouldn’t come.”

-Sara Vertulia, Personal Support Client



Our New “Normal” is Here

For many years, the number of clients we served hovered in the 17,000-18,000 range. The last two years, we’ve helped over 23,000 people each year.

It’s our new normal, and we know it’s the beginning of even bigger changes to come as our population ages and we choose to live in our own homes longer. On the ground, it’s meant programs like Caregiver Support and Education helped a staggering 48% more people last year, a reflection of the many more families caring for a loved one with dementia.

Absorbing this type of massive increase in need, has been both a challenging and rewarding experience.

In the pages that follow, you’ll see that it’s required us to push the limits of technology so that we can provide better, more efficient care. It’s required us to tap the creativity of staff at all levels of the organization. It’s required us to form deep collaborations with other organizations and people: businesses, community support organizations, health care organizations, donors and funders.

It’s the only way we’re able to help 23,000+ people and still achieve a client satisfaction rate of 99%. It’s how we rise to the challenge of helping almost a third more clients a year, with only a 13% increase in expenses. It’s how a team of over 375 staff and over 650 volunteers gets the job done with caring and respect.

Our healthcare and community support system is undergoing a period of massive change. At Acclaim Health we’re fortunate to have the talented teams, drive, and community support we need to build a healthier community.

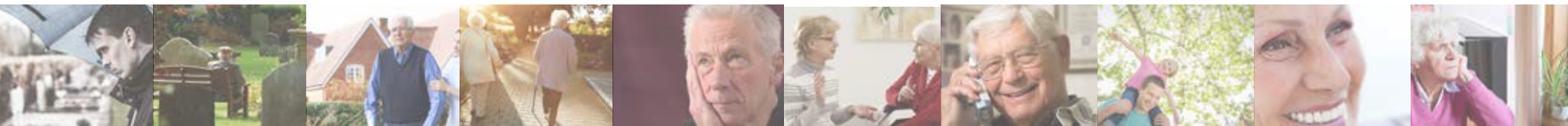
Thank you for being a part of the adventure.



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Board Chair



Angela Brewer
Chief Executive Officer



Strategic Framework F2014 - F2017



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“The volunteers - who have become part of the family - make a world of difference in our lives. Without these people, I would have a world of blackness.”

- Don and Barbara Smith, Memory Visiting Clients

Quality Care and Services

Client outcomes are achieved with high client satisfaction

Adult Day Program Client Journals Win Province-wide Award

Even when you think you're doing well, there's always room for improvement!

Acclaim Health earned the prestigious Ontario Community Support Association's *Commitment to Quality Improvement Award* for our overhaul of the client journals that go home with our Adult Day Program "club members" each day.

The journals are extremely important to the families of our Adult Day Program clients, because their loved one with dementia can't tell them about their day on their own.

We brought together a team of staff and family caregivers to explore how to improve the journals, and a number of rigorous quality improvement methods were used to guide the process.

The result was a completely different client journal. Far more streamlined, it gives families the critical information they need at a glance. It was a win for everyone: much less staff time is used entering information and caregiver satisfaction has gone up!



Our award-winning Adult Day Program Teams!



Quality Care and Services

Client outcomes are achieved with high client satisfaction

Better Patient Information, Better Patient Care

Imagine you're heading to a patient's home for the first time. How will you know exactly what care the patient needs? Have their needs changed since you last reviewed the patient's information? How do you know what you'll find in the patient's home? How do you ensure patients continue to be safe in their homes?

Acclaim Health has now fully implemented Alayacare's web-based app for all Health Services patients, giving our Nurses and Personal Support Workers real time, secure access to a patient's information and chart right on their cell phones.

This leading edge solution has led to incredible results: better patient care, improved communication between office and field staff, and improved patient and staff safety. It's just one of the ways we're harnessing technology to drive innovation in home care.

Community Support Services clients and Alzheimer Services clients will be moved to the new app in the coming year.



"I required a lot of wound care after the birth of my baby, Charlotte. I was in a lot of pain, feeling really sick, not sleeping and exhausted. I was basically homebound – I couldn't drive, and I couldn't lift Charlotte in her car seat. Having the nurses come to the house has been a huge help. It's been three long months and it's nice to finally feel better!"

-Jennifer, Nursing Client



Effective Partnerships

We are positioned to be able to respond to sector requirements

Patients with Complex Needs Get Help From Oakville Health Link

Since accepting its first patients in October, 40 people who have complex healthcare needs in Oakville have received care from the Oakville Health Link, co-led and developed by Acclaim Health and the OakMed Family Health Team in partnership with over 30 other community organizations and funded by the Mississauga Halton Local Health Integration Network (MH LHIN). It's been a huge learning experience for all – with a few surprises along the way.

Oakville Health Link was designed to work with the highest needs patients to develop collaborative care plans. These plans directly involve the patient in setting and meeting their health care goals, and pull in their entire team of healthcare professionals to better coordinate care, reduce emergency room and hospital visits, and better connect the patient with community services.

It was thought that Health Link patients would likely be older adults with multiple medical issues, and this has been the case for many Health Link patients. However, 42% of Health Link patients are also struggling with complex mental health and/or addiction challenges, and 56% had socioeconomic barriers that were undermining their health – much higher numbers than originally anticipated.

This experience highlights just how important it is for our healthcare system to integrate seamlessly with other community services to ensure people with complex needs have the support and care they need to stabilize. It's an issue near and dear to our hearts at Acclaim Health and one we try to address through our unique mix of healthcare and support services.

The wonderful news is that the Oakville Health Link works. In the first six months alone, 18 of those 40 people no longer need the help of the Oakville Health Link: they've met their goals and have the right supports in place to continue on their own. Touted as the future of healthcare, the Health Link model is being developed across the province to test new ways of helping people better manage their health.



Effective Partnerships

We are positioned to be able to respond to sector requirements

What's Your TUG Score?

Thanks to the generosity of the Ontario Trillium Foundation (OTF), more frail older adults in Halton will have the chance to find out!

The Ontario Trillium Foundation has invested over \$177,000 to expand our Home Support Exercise Program across Halton (currently only available to a few Burlington residents) over the next three years.

Volunteers will visit very frail older adults in their homes to deliver a 12-week exercise program designed to improve mobility, balance and endurance – and ultimately help people live in their own homes for as long as possible.

The standard TUG (Timed Up and Go) test is the time it takes a client to get up from a standard armchair, walk three meters, return to the chair and sit down. Less than 10 seconds indicates independence, 11-19 seconds indicates semi-independence and over 20 seconds indicates dependency and compromised mobility.

In our pilot in Burlington, over 75% of clients maintained or improved their TUG scores after being a part of this program. We can hardly wait to help other frail adults do the same!



“The program gets me going for the rest of my day and I have lots more energy. I have gained my mobility back very, very quickly - the doctors are amazed!”

- Mary Langridge, Home Support Exercise Program Client; pictured with her volunteer Freda Bailey



Marjorie and Evelyn are living proof that great friends are made at our Adult Day Programs.

Sound Financial Management

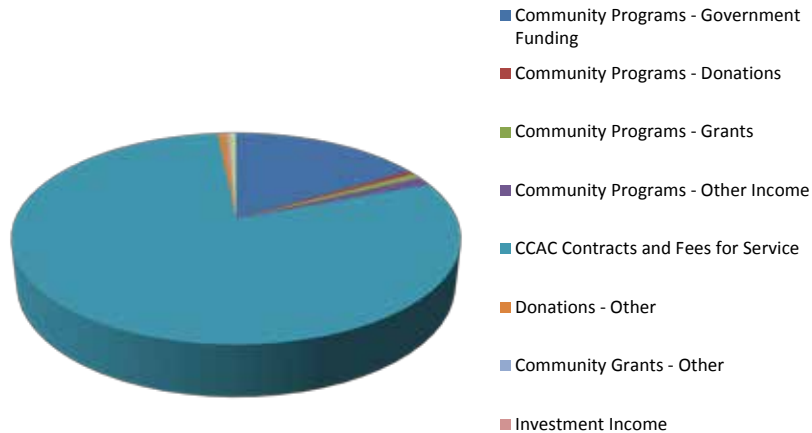
We have the financial resources to do what we need to do today
and to ensure ongoing viability

Financial Highlights

Revenues

Community Programs - Government Funding	\$3,087,943	16.4%
Community Programs - Donations	\$119,034	0.6%
Community Programs - Grants	\$152,493	0.8%
Community Programs - Other Income	\$240,475	1.3%
CCAC Contracts and Fees for Service	\$14,956,161	79.3%
Donations - Other	\$122,599	0.7%
Community Grants - Other	\$21,236	0.1%
Investment Income	\$43,478	0.2%
Other Income	\$110,557	0.6%

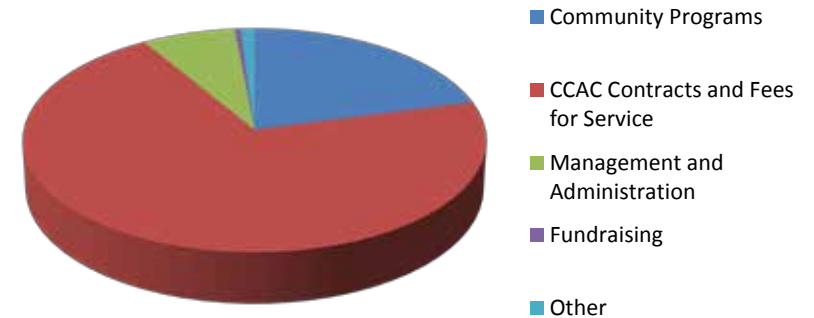
Total Revenues **\$18,853,976** **100.0%**



Expenditures

Community Programs	\$3,884,952	20.9%
CCAC Contracts and Fees for Service	\$13,086,693	70.4%
Management and Administration	\$1,332,096	7.2%
Fundraising	\$85,925	0.5%
Other	\$197,900	1.1%

Total Expenditures **\$18,587,566** **100.0%**



Want to know more?

- Full audited financial statements are available at www.acclaimhealth.ca/about-us/

Want to know more?

- Our most recent charity tax returns (T3010s) are available on the Canada Revenue Agency's website at www.cra-arc.gc.ca Go to *Charities and Giving* and search for Acclaim Health

Sound Financial Management

We have the financial resources to do what we need to do today and to ensure ongoing viability

Acclaim Health Joins Charity Elite in Imagine Canada's Standards Program



Acclaim Health is now one of only 177 charities across Canada to become accredited with the Imagine Canada Standards program.

A rigorous, peer-reviewed process, Acclaim

Health has met the highest industry standards for accountability and transparency across five fundamental areas: board governance, financial management, ethical fundraising, staff management and volunteer management.



“When you’re sitting in a wheelchair, you’re very vulnerable. It’s nice to have people who care and who can anticipate your needs.”

- Luan Lanc, Friendly Visiting and Tele-Touch Client



Outstanding People and Teams

We have a committed team of people with the right skills and attitudes who want to work here.

The Power of Human Connection

“I smile every day that I come to work, and feel the positive energy from my staff. I also understand their struggles and together we have created a strong team bond that has supported amazing client care in our community.”

Twenty-five years ago Cheryl Kearney was hired on as one of the first full time Registered Practical Nurses at Acclaim Health, and after 10 years of honing her nursing skills, she applied to become a supervisor for Personal Support Workers (PSWs), managing the Burlington area.

“These last 15 years as a PSW supervisor have been even more rewarding for me.”

She tributes her love of caring for clients as the foundation she needed to develop the technical side of her supervisory position.

“Teaching, supporting, coaching and mentoring staff has really been a passion for me and I have been so lucky to have been given this amazing job to be able to work with outstanding, committed people that feel as passionate about their job and as I do supervising them.”

After a dedicated career contributing to Acclaim Health, Cheryl retired earlier this month.

“I will look back on my years here with much gratitude and happiness!”



“Together we have created a strong team bond that has supported amazing client care in our community.”

- Cheryl Kearney, PSW Supervisor

Outstanding People and Teams

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Friendship is a Two Way Street

One of Jan Simpson's friends suggested she become a Friendly Visiting volunteer. Twenty-five years later, she has become one of Acclaim Health's longest serving volunteers.

"I had extra time in my schedule, and I wanted to help. Since then, I have found it incredibly rewarding and satisfying."

"I have been paired up with so many people over the years. I've gotten to know all kinds of different personalities and there's always been something about every one that has been interesting, or fun, or relatable. People have such wonderful stories."

The biggest draw that has kept Jan with us for so long? Friendship. "I think they have taught me as much as I have helped them."

"People have such wonderful stories. I think they have taught me as much as I have helped them."

- Jan Simpson, Friendly Visiting Volunteer



Innovative Leadership

We have an organizational culture that drives our strategy forward

Together4Change Empowers Staff Innovation

A lot of great ideas never get off the ground because there's no obvious process for bringing them forward and vetting them. Enter Together4Change!

Launched this year, the web-based solution gives all staff a quick way to share their ideas, and comment and vote on the ideas they think are the best.

Once an idea gets 20 votes from staff, the idea goes to the leadership team to see if it can be implemented.

In the first six months, 66 ideas were submitted, a whopping 1840 votes were cast, and 259 comments were contributed. Seven ideas have been implemented or are in the process of moving forward.

GameChangers (staff members who've had an idea chosen) have are featured in our GameChanger Hall of Fame in the Oakville office.

Big or small, all of these ideas improve the patient, client or staff experience and help us continue to innovate.



"Being somewhat of a type-A personality, I recognized that I was not a good caregiver to my wife who has mild dementia. I became very frustrated and did not have enough patience. Now, I have so many ideas and strategies to implement that it makes life much better for both of us."

-Dwain, Caregiver Education and Support Client

Thank You

Our donors make life-changing care possible

\$100,000+

Ontario Trillium Foundation



United Way of Oakville



\$20,000+

Warren Y. Soper Charitable Trust

\$10,000+

A.W.B. Charitable Foundation
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Oakville Community Foundation
United Way of Burlington and Greater Hamilton
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Thank You

Our donors make life-changing care possible

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*Fund held with the Oakville Community Foundation





"I love everything about my club"

- Molly, Oakville Adult Day Program Client



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www.acclaimhealth.ca



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Mississauga Halton Local
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Acclaim Health provides nursing and personal support services under contract with Community Care Access Centres in accordance with their programs and service guidelines.

The views expressed in this publication are the views of Acclaim Health and do not necessarily reflect those of the Mississauga Halton Local Health Integration Network or the Government of Ontario.

